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# How to Use Secure Messaging

# Secure Messaging

with  simplepractice

Secure Messaging lets you message your clinician directly. Reschedule your session or ask a question straight from your phone.

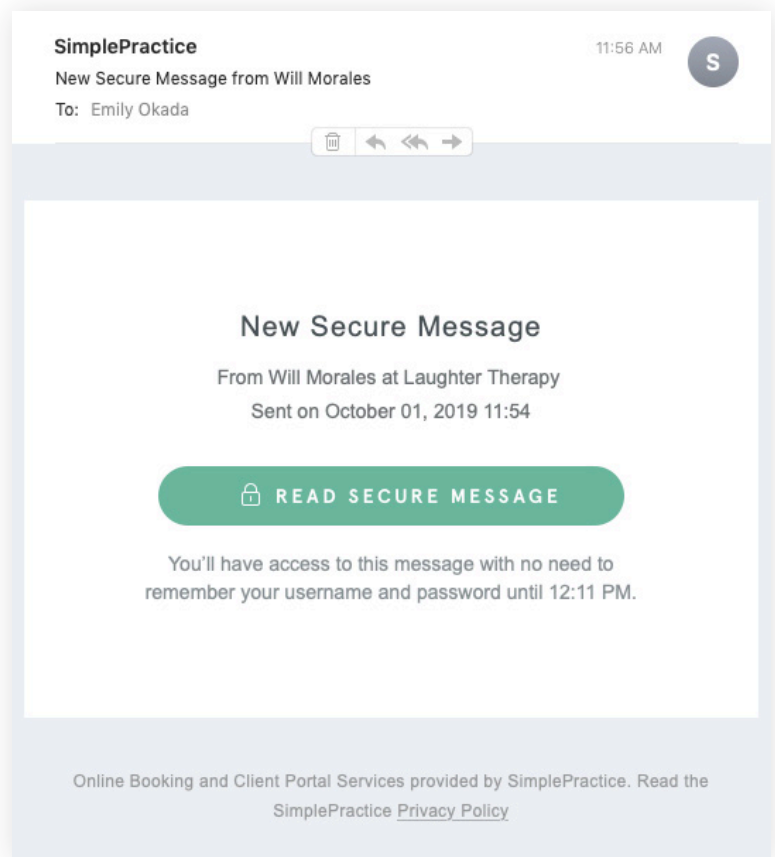
## SECTIONS:

1. Message notifications
2. How to reply

## MESSAGE NOTIFICATIONS

When your clinician sends you a secure message, you'll receive an email that looks like this:

1. Click the **Read Secure Message** button to access your message. Your link will be **active for 15 minutes** from the time the email is sent. During this time, you can view your message directly after you click the link.
2. Clicking the link will **open the messaging widget in your default browser**. You can then view and reply to messages directly from there. This works the same way whether you're on your computer or your mobile device.



**NOTE:** After 15 minutes pass from when you receive the email, you'll have to log in to view your message through the Sign In link you'll receive via email.

## HOW TO REPLY

Start typing your message in the box that says **Send a message**, then hit enter (or return) on your keyboard when you're ready.

The screenshot shows the Laughter Therapy client portal interface. At the top, there is a blue header with the text "Laughter Therapy" and a "Sign Out" button. Below the header, there are navigation tabs for "Appointments", "Documents", and "Billing & Payments". The main content area displays an "Appointment" card for "Will Morales" on "Oct 07, 2019" from "12:45 PM—2:15 PM UTC" at "11801 Mississippi Ave, 90025, CA 90025". The card includes an "Add to Calendar" button and a "Cancel" button. A secure messaging window is overlaid on the right side of the screen, titled "Will Morales". The window shows a message from "WM" (Will Morales) to "Emily" regarding an appointment on October 7 at 12:45 PM, asking her to familiarize herself with the Client Portal and fill out demographics. Emily has replied with three messages: "Thank you!", "I'll make sure to do that", and "See you soon.", which are marked as "Delivered". Below the messages is a text input field labeled "Send a message" and a tip: "Tip: to add space between lines, use Shift + Enter".

You can check your messages or send new ones at any time by logging into the Client Portal. Once you log into the portal, just click the **Secure Message icon** to view your message. The **orange dot** indicates a new message is waiting.

This screenshot shows the top portion of the Laughter Therapy client portal. The blue header contains "Laughter Therapy" on the left and a "Sign Out" button on the right, which is preceded by a red arrow icon pointing to a secure message icon. Below the header, there are navigation tabs for "Appointments", "Documents", and "Billing & Payments". On the far right of this navigation bar, there is a "Request Appointment" button with a calendar icon.



**Congratulations!**

You're now ready to start using Secure Messaging.